



05-15-02

GAU 2642

#8/B

PATENT

LB

5/21/02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

COOK et al..

Serial No.: 09/235,065

Filed: January 21, 1999

Atty. File No.: 660001.477

For: "CALL CENTER TELEPHONE  
AND DATA FLOW CONNECTION  
SYSTEM"

Assistant Commissioner for Patents  
Washington, D.C. 20231

Dear Sir:

Applicant submits this Amendment and Response to address the Office Action having a mailing date of February 13, 2002. Although the Applicant believes that no fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

IN THE CLAIMS:

Please amend Claims 1-9, 11, 19, 23-24, 26, 41, 48, and 54 as follows:

- 31
1. (Once Amended) A method for transferring data and telephone calls, comprising:  
receiving a transfer request having a destination and data from an application associated with a telephone call;

) Group Art Unit: 2642

) Examiner: Knowlin, Thjuan P.

) AMENDMENT AND RESPONSE

) "EXPRESS MAIL" MAILING LABEL NUMBER: EV 068098847 US  
) DATE OF DEPOSIT: May 13, 2002

) I HEREBY CERTIFY THAT THIS WITH THE UNITED STATES  
) POSTAL SERVICE "EXPRESS MAIL POST OFFICE TO  
) ADDRESSEE" SERVICE UNDER 37 C.F.R. 1.10 ON THE DATE  
) INDICATED ABOVE AND IS ADDRESSED TO THE ASSISTANT  
) COMMISSIONER FOR PATENTS, WASHINGTON, D.C. 20231.

) TYPED OR PRINTED NAME: Amy S. Duarte

) SIGNATURE: *Amy S. Duarte*

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MAY 20 2002

Technology Center 2600